

State of Alabama
REQUEST FOR PROPOSAL
DISASTER RECOVERY SERVICES

I.1. **OBJECTIVE**: The purpose of this Request for Proposal (RFP) is to provide sufficient information to interested Bidders to prepare and submit proposal responses for consideration by the Department of Finance, Information Services Division, hereafter referred to as the STATE, to contract single-source, disaster recovery services for the State's Information Technology Resources.

I.2. **RESPONSE PREPARATION AND PROPOSAL FORMAT**: Proposal responses must be in the same format and sequence as presented in this RFP. The proposal response must include: (a) a statement of compliance with the mandatory requirements, (b) complete service and product information, including technical and descriptive literature, (c) a description of any proposed/required equipment configurations and their associated capabilities, to include the minimum and maximum workable configurations and any applicable requirements, considerations, constraints, and (d) any other requirements set forth within this Proposal. Information submitted must be sufficiently detailed to substantiate that the services and products offered meet or exceed the requirements. The requirements stated herein are considered mandatory unless otherwise stated.

The information submitted by the Bidder will be used for a technical and cost evaluation. The STATE may use any other information submitted with the Proposal for evaluation purposes.

I.3. **RESPONSE SUBMISSIONS**: The Bidder must submit a signed and notarized printed copy of their Proposal Response and a soft copy on a properly labeled CD which is to present ALL TECHNICAL AND PRICING DATA clearly and completely. The STATE is not liable for any cost incurred by a Bidder responding to this RFP. **Bidder's not submitting a notarized printed copy or a soft copy on CD will not be considered.**

I.3.1 **MANDATORY VENDOR PRE-PROPOSAL CONFERENCE**. Vendors wishing to respond to this RFP must attend a mandatory pre-proposal conference.

I.3.2 **VENDORS PRE-PROPOSAL CONFERENCE**. There will be a mandatory vendor's pre-proposal conference, **Wednesday, April 2, 2003** at 10:00am, in Montgomery, Alabama, at the State of Alabama, Department of Finance, Purchasing Division, Auditorium, Suite 192, located at 100 N. Union Street (RSA Union Building), Montgomery, Alabama 36104. All questions about the administrative and technical content of this RFP must be submitted in writing and addressed as shown in paragraph I.4. All questions must be received no later than 5:00pm, on **Friday, March 28, 2003**. Questions may be faxed to the fax number or e-mailed to the e-mail address shown in I.4 but must be received by no later than 5:00pm, on **Friday, March 28, 2003**. The STATE will prepare a written response to all questions. These responses will be posted to the ISD Professional Services website (http://www.isd.state.al.us/ps_contracts.aspx) and e-mailed to only those vendors attending the pre-proposal conference. The responses to the written questions received will be read at the pre-proposal conference. **Only vendors attending the pre-proposal conference will be allowed to submit a proposal response. Vendors will be required to register as they enter the pre-proposal conference**

I.4. **INQUIRIES**: Any questions about the RFP must be submitted in writing to:

Mr. Eugene Akers
Finance - Information Services Division
64 North Union Street, Suite 785
Montgomery, Alabama 36104

State of Alabama – Disaster Recovery RFP

Phone # (334) 353-4363
Fax # (334) 242-3912
E-mail: ejakers@isd.state.al.us

I.5. **PROPOSAL AWARDS:** The STATE intends to award a one-year contract for Recovery Services that provides for two renewal periods of one-year each at the option of the State. All initial services and upgrades during the life of the contract will terminate at the end of the initial total contract period of three years.

I.6. **CRITERIA FOR SELECTION:** The contract will be awarded to the Bidder that, in the opinion of the State, (1) is a responsible Bidder because it possesses qualifications and offers support that meet the STATE'S needs and (2) offers the best value. The STATE reserves the right to award any, all or none as may be in its best interest. **The Bidder must satisfy the STATE'S requirements in (1) - (3) below in order to be considered in the price competition in (4).**

(1) Requirements. Proposal response must meet all requirements.

(2) Qualification. This criterion includes an evaluation of the following to determine whether the Bidder satisfies the STATE'S requirements:

- (A) Bidder's past experience,
- (B) Ability of the Bidder to perform the terms of the RFP
- (C) Quality and relevancy of the services and products proposal

(3) Support. This criterion includes an evaluation of any and all support proposed by the Bidder to determine if it satisfies the STATE'S requirements.

(4) Cost. The STATE awards contracts to the lowest cost, responsible Bidder responding to the RFP that in the STATE's determination meets or exceeds the criteria specified for selection as defined by the Alabama Competitive Proposal Laws.

NOTE: Responses to all items in Section II – HOT SITE SUPPORT REQUIREMENTS, must satisfy the STATE that disaster recovery services specified in this RFP will be available whenever needed by the STATE and that events such as financial instability of vendor, multiple and simultaneous emergencies involving STATE and other vendors will not result in degrading the ability of the vendor to meet the requirements of this RFP.

I.7. **ADDITIONAL INFORMATION AND COMMENTS:** The Proposal Response must include any additional information that is believed to be pertinent but not explicitly requested in this RFP.

I.8. **ATTACHMENTS TO RFP:** The State has provided attachments to this RFP detailing the hot site, network configurations, midrange configurations, server configurations and workgroup facilities that must be supported by your response.

I.9. **ORAL PRESENTATIONS:** Oral Presentations may be requested/permitted if they are necessary to properly clarify compliance with the requirements of this RFP. The STATE will not be liable for any costs associated with the presentations.

SECTION II

HOT SITE SUPPORT REQUIREMENTS

II.1. **GENERAL:** It is the intent of the STATE to contract with a single-source for a disaster recovery hot site to backup up the STATE's main IT processing and telecommunications facilities. Appropriate hardware, software (if any), communications and services must be proposed for the STATE to continue to maintain its IT and telecommunications operations during times of disaster. The State data centers and telecommunications facilities are faced with extensive requirements for continuous operation, and must give prime consideration to these requirements when evaluating the hot site proposal responses. To assure the most cost effective acquisition with a minimal level of operational disruption, it is mandatory that the Proposal Response meet or exceed the following requirements.

II.2. **CORPORATE PROFILE:** The proposal must include a brief overview of the company and its services, including descriptions of:

- A. competitive strengths,
- B. description of company's business function and service,
- C. corporate (parent) and other subsidiary or license affiliations (if applicable),
- D. commitment to disaster recovery business,
- E. the initial date recovery service was offered commercially,
- F. market share,
- G. size of customer base,
- H. maximum number of subscribers allowed at each facility and maximum number of subscribers for each system,
- I. test time allowances and options for additional test time,
- J. experience in actual disaster recovery incidents,
- K. planned enhancements (additional recovery sites, new technology, configuration upgrades, etc.)
- L. certified financial data describing the current financial condition of company.

II.3 **REFERENCES:** A minimum of three Bidders' clients must be provided as references, including the company name, address, and contact person, and contact's telephone number. The references must include at least one client who has used the Bidder's services to recover from an actual disaster. The remaining references must have conducted multiple disaster recovery tests. These clients must be willing to discuss their experience with representatives of the STATE.

II.4. **PRIME CONTRACTOR RESPONSIBILITY:** If the proposed services include the use of products or services of another company, the STATE will hold the Bidder responsible (as the prime contractor) for the proposed service(s). Bidder must specifically identify other companies that will be utilized. Indicate your compliance to this requirement.

II.5. **BIDDER POLICIES:** The Bidder must describe their company policies as they relate to the following:

- A. How does the Bidder minimize the risk or handle simultaneous events from multiple subscribers that require the same equipment?
- B. Will the Bidder allow a non-subscriber to declare and subsequently recover at the Bidder's recovery facility? If yes, provide conditions when this might happen.
- C. Does the Bidder share the recovery facility? If yes, how will Bidder protect the confidentiality of the STATE's data? If yes, describe physical and logical security measures taken when multiple

subscribers are concurrently using the same customer site. What are the obligations and options available if the STATE does not agree to sharing arrangement?

- D. Will the Bidder allow any subscriber to have preemptive rights or preferred rights over the STATE? If yes, describe the circumstances.

II.6. **TESTING METHODOLOGY AND SUPPORT:** The Bidder must describe its testing methodology and support services as follows:

- A. Provide detailed information regarding your testing methodology and standard support services provided during test exercises. This includes pre-test reviews, configuration change control and information synchronization between the STATE and Bidder configurations.
- B. What support does the Bidder provide before, during and after a test? What type of fee, if any, is associated with this support?

II.7. **HOT SITE DESCRIPTION:** The Bidder must give a description regarding the primary site selected and the alternative site available if the primary site is occupied.

- A. Describe general characteristics of the hot site facilities including location and the type of equipment currently in the hot sites at this time as well as equipment to be in the site by July 1, 2003.
- B. Describe the local telephone company and inter-exchange carrier access installed at your proposed hot sites, which are suitable for recovering the STATE's network.
- C. Provide information regarding access methods, standard telephone companies, and alternate access providers.
- D. Describe any pertinent network recovery experience and capabilities.
- E. Please describe Bidder's capabilities for testing from location remote to primary recovery center.

II.8. **HOT SITE ENVIRONMENTALS AND PHYSICAL SECURITY:** Bidder must describe the physical security in place at hot site facilities (primary/alternate). The Bidder must discuss hot site environmental capabilities including but not limited to the following systems:

- A. Power feeder lines
- B. UPS
- C. Diesel backup
- D. Smoke detection
- E. Water detection
- F. Fire suppression
- G. Chilled water

II.9. **HOT SITE STAFF:**

- A. The Bidder must indicate the number of support staff personnel on site (and their positions) contractually dedicated to the STATE during test and disaster recovery.
- B. The Bidder must identify how many additional personnel would be onsite and available to help the STATE during testing and disaster recovery that are not exclusively dedicated to the STATE.
- C. The Bidder must describe whether the support staff for testing will be the same provided during a disaster, whether they are contract or Bidder personnel, and experience of the support staff.

- D. The Bidder must describe the Network support available and in what functional areas.
- E. The Bidder must describe its Change Management system to ensure that coverage is updated as the STATE makes changes to its operating environments?
- F. The Bidder must describe how it will keep the STATE informed of new products and services?

II.10. **FACILITY AUDIT**

- A. Will the Bidder allow a representative of the STATE or independent third party to audit the proposed recovery facilities?
- B. Have the Bidder's recovery centers been ISO 9001 certified? If so, domestic or international?
- C. If not, are the Bidder's facilities or processes audited annually? If yes, please provide a copy of such an audit?

II.11. **CUSTOMER SUPPORT PROCESS**

- A. If the STATE decided to contract with Bidder for hot site services, Bidder must describe how it would initiate the process with the STATE. What services would be provided, what recommendations would it have for a new customer, and what activities would be important in the first year of the business relationship?
- B. Bidder must define and describe the alert declaration process.

II.12. **SYSTEMS ENVIRONMENT:**

- A. The STATE is currently operating in an IBM OS/390 Parallel Sysplex Environment in order to receive significant costs savings in software implementation and usage. The Bidder must include a statement assuring the STATE that the hot site proposal will be fully compatible with the OS/390 Parallel Sysplex Operating System as established by the IBM Corporation, even though the State will operate the backup system with the Parallel Sysplex feature inactive. Any additional components or services required to support the proposal response must be specified.
- B. The STATE will require hot site connectivity support for the STATE's current statewide Data Communications Network.

II.13. **DATA CENTER AND TELECOMMUNICATIONS REQUIREMENTS:** Configuration information for the Data Center and Telecommunication Requirements are found in Attachments A and B respectively of this RFP. The configuration requirements as listed will be the minimum requirements of this RFP.

II.14. **WORKGROUP REQUIREMENTS:** Workgroup requirements, to include workspace, desktop, equipment, phones, office equipment, etc. requirements, are found in Attachment C of this RFP.

II.15. **MIDRANGE PROCESSING REQUIREMENTS:** Midrange computing requirements are defined in Attachment D of this RFP.

II.16. **SERVER REQUIREMENTS:** Server computing requirements are defined in Attachments E, E-1, E-2, E-3, E-4, and F of this RFP.

II.17. **CONSULTING SERVICES:** Bidders must **clearly** describe the type, number of hours and location of consulting services included under this proposal in a separate attachment provided by the Bidder. These consulting services must be included in the total monthly charges proposal.

Bidders must include and price other consulting services as defined in Section III. These services will be evaluated independently of the hot site proposal unless the Bidder includes a specific service as a requirement in the hot site proposal response and prices it in the Other Section of the hot site pricing sheet portion of this proposal.

II.18. **TESTING:** The STATE is requiring that a minimum test time of 72 hours per year be provided as part of the proposal. Testing must be inclusive of all necessary services (hot site systems and facilities, network facilities, and workgroup facilities) necessary for the State to fully test its recovery capabilities. The STATE is also requiring that a full-time system engineer and network engineer be available during the entire testing period. The STATE will require testing in the sixth month after contract award. Bidders must also include in their pricing any additional charges for additional test time above the 72 hours per year in eight (8) hour increments.

II.19. **SUPPORT:** Bidders must list any and all support provided by them as part of this RFP. This list shall include chargeable and non-chargeable services and support.

II.20. **OTHER SERVICES:** The STATE reserves the right to negotiate additional services and support over the life of this contract as necessary to provide additional disaster recovery services to other State entities and/or governmental entities. As such, Bidder must describe their capabilities for the following services:

- A. Mobile recovery services and associated platforms.
- B. Electronic journaling and electronic vaulting capabilities.
- C. Disaster Recovery Assessment and Planning

SECTION III

PRICE DATA

III.1. **PRICING:** This section **must contain** prices for all components required for the hot site support for the IT Data Center hot site, Telecommunications facilities and Workgroup facilities. The appropriate **total(s) will be entered into TABLE A**. An additional Bidder provided detailed, itemized price list(i.e. lump sum pricing will not be accepted on this list), labeled TABLE A-2, must be attached behind Price TABLE A showing the itemized listing and costs of each item that makes up the total(s) provided on TABLE A. This section of the Bidder's response to the RFP must include all items required to provide a complete and operational backup facility to the STATE. **IMPORTANT –Table A and the supporting schedules Table A-2 will be used in determining which Bidder is awarded the contract.**

III.2. **EXPANSION/UPGRADES:** Bidder must provide prices for future expansions and upgrades to the existing requirements on a separate sheet defined by the Bidder. Additional requirements not covered under this RFP will have to be proposal separately when needed.

III.3. **OPTIONS:** The Bidder is encouraged to provide technical and pricing information for any options or alternate services that will provide the STATE the same or a better grade of services as described in this RFP.

III.4. **CONTRACTS:** Please include as an addendum to this RFP, a copy of the standard (Bidder) hot site contract. Bidder must indicate any provisions that are not subject to negotiation.

BIDDER NAME

TABLE A

STATE PRICE SHEET

Monthly Charge
IBM Hardware (Data Center)
Non-IBM Hardware
Network
Midrange System
Server Systems
Desktop Systems
Workspace Facilities
MONTHLY TOTAL

TABLE B
ADDITIONAL FEES AND SERVICES

HOT SITE RECOVERY: Define **all** charges for using the disaster recovery services, including but not limited to the hot site, network, midrange, server and workspace facilities, during a declared disaster. Indicate the maximum stay in the hot site facility and provide the data in the following table:

	Per Incident Hot Site	Per Incident Network	Per Incident Midrange	Per Incident Servers	Per Incident Workspace
Maximum Stay in Days					
Alert Declaration Fee (if applicable) Declaration Fee					
Daily Usage Fee: First 24 Hours					
Daily Usage Fee: 24-48 Hours					
Daily Usage Fee: additional per day charge					
Maximum stay in hot site facility					

***NOTE:** This usage fee must include the total cost for all contract services including hot site, network, midrange, server and workgroup facilities.

TEST TIME Charges

Test time allowed per year	Hours:	_____
Test time fee's, including network	0-24 hours:	_____
	Beyond 24 hours:	_____
*Additional Hot Site Test Charge (per 8 hours)		\$ _____
Additional Network Test Charge (per 8 hours)		\$ _____
Additional Midrange Test Charge (per 8 hours)		\$ _____
Additional Server Test Charge (per 8 hours)		\$ _____
Additional Workgroup Test Charge (per 8 hours)		\$ _____
* (over allowed annual test time)		

***NOTE:** This usage fee must include the total cost for all contract services including hot site, network, midrange, server and workgroup facilities.

MOBILE SITE RECOVERY: Define **all** charges for using the disaster recovery services, including but not limited to the mobile site, network, midrange, server and workspace facilities, during a declared disaster. Indicate the maximum stay in the mobile site facility and provide the data in the following table:

	Per Incident Mobile	Per Incident Midrange	Per Incident Servers	Per Incident Workspace
Maximum Stay in Days				
Alert Declaration Fee (if applicable) Declaration Fee				
Daily Usage Fee: First 24 Hours				
Daily Usage Fee: 24-48 Hours				
Daily Usage Fee: additional per day charge				
Maximum stay in mobile site facility				

***NOTE:** This usage fee must include the total cost for all contract services including midrange, server and workgroup facilities.

TEST TIME Charges

Test time allowed per year

Hours:

Test time fee's

0-24 hours:

Beyond 24 hours:

*Additional Mobile Site Test Charge (per 8 hours)

\$ _____

Additional Midrange Test Charge (per 8 hours)

\$ _____

Additional Server Test Charge (per 8 hours)

\$ _____

Additional Workgroup Test Charge (per 8 hours)

\$ _____

* (over allowed annual test time)

***NOTE:** This usage fee must include the total cost for all contract services including midrange, server and workgroup facilities.

CONSULTING FEES:

	Onsite Hourly Charge	Offsite Hourly Charge
Disaster Recovery Planning		
Disaster Recovery Testing Support		
Mainframe Technical Support		
Network Technical Support		
Midrange Technical Support		
Server Technical Support		
Desktop Technical Support		